

	6 Surveys received								
	<b>June, 2007</b>	Poor					Excellent		
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>N/A</b>	
1	Prompt Service						6		
2	Willingness to help you						6		
3	Accuracy						5	1	
4	Knowledge						6		
5	Courtesy						6		
6	Individualized attention						5	1	
	<b>Front Counter</b>								
7	Our telephones were answered promptly					2	3		
8	Our office hours are convenient					3	2		
	<b>Plan Exam</b>								
9	Phone calls were returned in timely manner					1	3	1	
10	Our forms are understandable					2	2	1	
11	Our correspondence is understandable					1	3	1	
	<b>Inspection</b>								
12	Our Inspectors are accessible					1	3		
13	Our inspection hours are convenient					1	3		
	<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>53</b>	<b>5</b>	<b>69</b>
	<b>Percentage</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>16%</b>	<b>77%</b>	<b>7%</b>	

## **Department of Building Inspections**

### **Customer Survey Comments**

#### **WHAT DID WE DO WELL?**

Fulfilled necessary inspection.

The individualized attention and the knowledge of fire blocking.

Excellent knowledge in inspector Butch.

Came when you stated you would.

Prompt individual attention was most appreciated.

### **WHAT CAN WE DO BETTER?**

Not applicable.

Nothing. Just enjoyed the conversation and knowledge of the whole building process.

Why can't the Department of Inspections schedule both inspectors themselves and on the same day?